

Job Description

Customer Service Ambassador / Attendant – Parking Facilities

Overview:

Basic Function: Utilizes a quality customer service orientation to deliver the company's standards of customer service while assisting parkers with their transactions and use of parking access control and payment kiosks. Assists with flow of traffic in and out of the parking facility. The ideal candidate will enjoy using various forms of technology. Above all else must possess the desire to provide exceptional customer service and wants to be part of an organization that truly makes a difference.

Essential Duties and Responsibilities:

- Responsible for being at work every scheduled day, on time and in uniform.
- Must be available to work evenings and weekends as required by assignment.
- Review facility payment and control equipment at the beginning of each shift to confirm that all devices are online and functioning properly. This will include a complete visual inspection and ensure cleanliness in addition to proper functions.
- Respond to customer service calls via intercom, phone or two-way radio to assist in anyway needed to close the transaction and to ensure customer satisfaction.
- Monitor transaction to ensure compliance with company policy.
- Ability to process manual transactions including data entry into customer service and access control data bases.
- Must be familiar of immediate area following training to assist customers with direction related to local businesses, streets, hotels, airport and major highways.
- Quotes prices for parking services for which money is received.
- Resolves customer complaints independently or with the aid of a supervisor.
- Ability to communicate effectively via phone, email, in person and other intercom and 2-way radio devices while always maintaining a high level of customer service.
- Maintains cleanliness of work area and picks up trash in surrounding area.
- Conducts timely facility checks to ensure availability, cleanliness, proper elevator operation to confirm the absence of safety/liability concerns.
- Report any known accidents, observed or suspected violations of Company policy, safety hazards or any unusual occurrence to the Facility or Area Manager.
- Communicate debris, water, oil spills etc. to the Facility or Area Manager
- Any other duties that may be assigned by the supervisor.

Requirements:

Qualification Requirements: To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and/or Experience: less than high school experience or up to one month related experience or training or equivalent combination of education and experience.

Mathematical Skills: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to make change.

Language Skills: ability to read and comprehend instructions, short correspondence and memos. Ability to write correspondence. Ability to effectively present in one-on-one and small group situations to customers, clients, supervisors and other employees of the organization.

Reasoning Ability: ability to apply common sense understanding to carry out detailed but standard written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Other skills and abilities: ability to use clock (standard/military time), calculator (optional) or credit card machine to handle transactions. Ability to maintain a pleasant and mannerly demeanor when speaking on the telephone and with the public.

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. These demands are as follows:

- Must be able to stand or sit for a period of 8 hours.
- Must be able to withstand working for long periods of time outside in varying elements of seasonal and extreme weather conditions.
- Must be able to walk either inside or outside for long periods of time.
- Must be able to freely lift up to 30 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Salary Range:
\$14.00 - \$18.00 hour